

Multi-Languages Newsletter

Serving the communications needs of Canada's international community

Spring/Summer 2003

Multi-Languages Award 2002 and Christmas luncheon

With great pleasure, last December we got together for our Christmas Luncheon and Award presentation. It was great to meet all of you. In 2002 we created the Multi-Languages Award to recognize those interpreters / translators that have been providing outstanding services to our clients. Last year recipients were Vivian Li (Cantonese), Mia Danef (French and Dutch), Suppiah Sokkalingam (Tamil), Abdullah Mozzafarian (Farsi),



Adriana Barros (Portuguese and Italian) and Jose Borgono (Spanish). We selected them based on our client's feedback in regards to their level of professionalism, accuracy, punctually and overall performance as interpreters / translators. It was so hard to choose!!! This year we will be accepting nominations from both clients and interpreters.

TABLE OF CONTENT

Award / Luncheon	1
Hospital Interpreter Kelly Taylor	2
Languages by country	2
Evolution of language Aramaic	2
Toronto's multiculturalism	3
Country Profile Suppiah Sokkalingam	4
Interpreter Training	4



Vivian li



Mia Danef



Suppiah Sokkalingam



Abdullah Mozzafarian



Adriana Barros



Jose Borgono



A message to our Service providers...

Is the client giving you the accurate information about his/her language?

Some problem areas:

- In many cases clients are providing nationality rather than language.
- People from the former Yugoslavian Republic speak Slovenian, Croatian, Serbian, Macedonian and/or Bosnian.
- For interpretations, Chinese is referred as Cantonese (Hong Kong) or Mandarin (Mainland and Taiwan). For written translations is referred as Simplified (Mainland China) or Traditional Chinese (Taiwan and Hong Kong).
- Dari and Farsi are both referred as Persian but are not the same.
- Kurdish can be either Sorani or Badini

Role and Responsibilities of the Hospital/Healthcare Interpreter

By: Kelly Taylor, Bloorview MacMillan Children's Centre

The role of the interpreter is to deliver, as faithfully as possible, the messages transmitted between clients/patients/family members and the service providers who do not share a common language. This role should also be explained to all involved at the start of the session.

The interpreter should accurately interpret everything said between parties and interrupt for clarification when required. The interpreters must make sure they do not impose their own values and opinions, while maintaining professional conduct at all times. The interpreter should refrain from

giving advice, expressing opinions, solving problems, mediating and advocating. Personal, political or potentially controversial topics in informal conversation with clients/patients and families should be avoided. If clients/patients or family members have questions, the interpreter should refer them to the appropriate healthcare professional. Any errors that are made during an interpretation session should be revealed and corrected. The interpreter should decline to interpret when there is a conflict, or the perception of a potential conflict of interest, or a factor or belief that may affect objectivity.

Some Languages by Country

Afghanistan	Pastho / Dari	India	Hindi/Assamese/Bengali
Algeria	Arabic		Gujarati / Kannarese /
Armenia	Armenian		Kashmiri/Malayalam /
Azerbaijan	Azeri		Marathi / Oriya/Punjabi /
Bahrain	Arabic		Sanskrit / Sindhi/Tamil /
Bangladesh	Bengali		Telugu / Urdu/Nepali
Belgium	Dutch / French	Kenya	Swahili
Brunei	Malay	Lebanon	Arabic
Cambodia	Khmer	Netherlands	Dutch
China	Mandarin / Cantonese	Pakistan	Urdu / Sindhi
Cyprus	Greek / Turkish	Philippines	Filipino (Tagalog)
Ethiopia	Amharic/Oromo/Tigrinya	Saudi Arabia	Arabic
Finland	Finnish / Swedish	Sri Lanka	Sinhalese / Tamil
Ghana	Akan/Dagomba /Ga/Twi	Switzerland	German / French / Italian
Hong Kong	Cantonese / English	Somalia	Somali / Arabic
Iraq	Arabic	Taiwan	Mandarin/Taiwanese
Iran	Farsi (Persian)	Zaire	French/Lingala
Israel	Hebrew / Arabic/Yiddish		

Evolution of the Language: Aramaic

Aramaic is a Semitic language related to Hebrew, Arabic, Ethiopic, and Akkadian (ancient Babylonian and Assyrian). It is traced to the Aramaeans, a desert people who settled in Syria in the second millennium BC. By the 7th Century BC, Aramaic has become the dominant language in the Middle East. Portions of the Bible were written in Aramaic, as were large parts of the Talmud, the authoritative body of Jewish Law and traditions. Jesus and his disciples preached in Aramaic as it was the common language of Galilee and Judea during his time. Aramaic was the main in-

strument for the formulation of religious ideas in the Near East.

Aramaic was widely used in Syria, Palestine, and Mesopotamia. The Persians extended its use to India, Central Asia, and Asia Minor (now Turkey). The language yielded to Arabic with the rise of Islam in the 7th Century A.D.

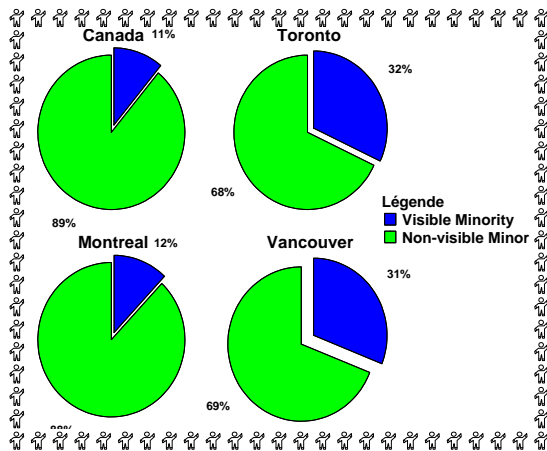
Today is spoken in small communities by Assyrian Christians in isolated areas of Syria, Turkey, Iraq, and Iran but is being pushed aside by Arabic as the language of daily use (Syria's official language). The language is in danger of becoming extinct.

*"A professional translator only accepts jobs that he/she is able to do with the **highest** standard of quality"*

Toronto's Multicultural Population

Multiculturalism, it's what sets Toronto apart from other big North American cities. Toronto is home to virtually all of the world's culture groups and is the city where more than 100 languages are spoken. Toronto's varied ethnic population brings a unique edge to the city that has led the United Nations to call Toronto the most ethnically diverse city in the world.

The city has proudly embraced the many cultures of the world. Toronto has bilingual street signs, specialty stores, ethnic restaurants, ethnic publications and a variety of multicultural shopping, community and entertainment centres.



Visible Minority Population, 1996 Census

Key Facts

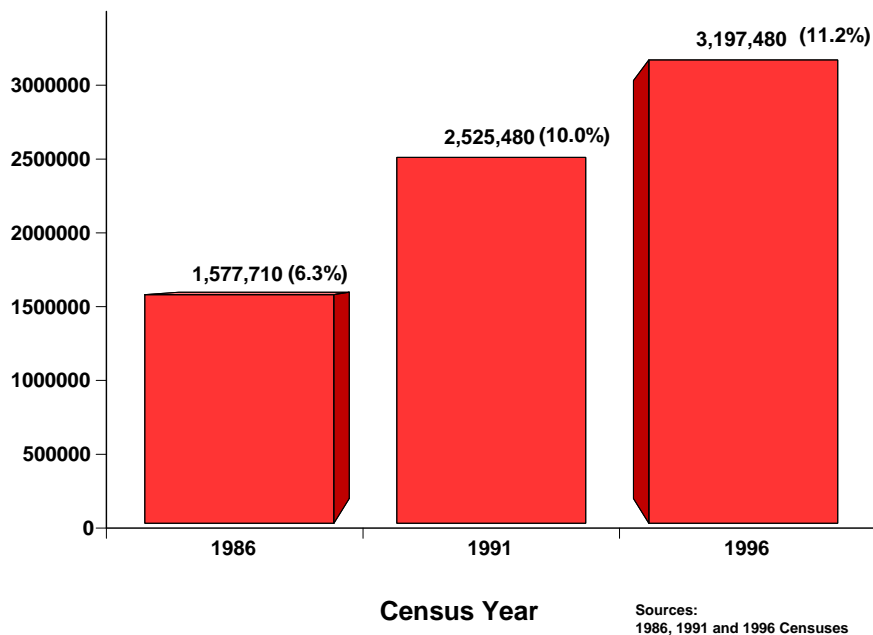
Once Toronto was primarily a British and protestant city; immigration has played a dynamic role in the changing face of the city since the end of the Second World War. According to Statistics Canada, today, 42 per cent of all Canadian immigrants choose Toronto as their destination and as such, Toronto's visible minority population now accounts for more than 40 per cent of the population compared to 11 per cent nationwide.

- There are more than 90 different ethnic groups in Toronto and over one million non-English or French speaking people.
- The top ten source countries for immigration to Canada in 1996 were China, India, Pakistan, Hong Kong, Iran, Sri Lanka, The Philippines, Taiwan, Russia and Jamaica.

Message to our Interpreters...

Please remember....

- You should be:
 - * Neutral
 - * Trustworthy
 - * Assertive
 - * **Punctual**
- You shall dress and behave in a business manner.
- Interpret Language and Culture.
- Always maintain confidentiality and remain impartial, please don't add, edit or omit anything of what has been said.
- Don't get involved with the situation. You are an interpreter *not* a counselor.
- You should interrupt:
 - * To clarify any word / sentence not completely understood.
 - * To ensure the family / client is understanding all the information provided.
 - * When too much information is being given.
- To report your times within 24 hours.



Visible Minority Population in Canada: 1986, 1991 and 1996 Censuses

Visit our website at www.multi-languages.com

Thank you

Country profile: Sri Lanka An Extraordinary Island

By: Suppiah Sokkalingam



Nestling to the southern tip of the triangular Indian Subcontinent in a world map, lies the tropical island of Sri Lanka (formerly known as Ceylon) bounded on either side by the Bay of Bengal and the Arabian Sea with the expansive Indian Ocean to its south. The Indian Ocean stretches all the way to the Antarctic Continent. This small island in spite of its diminutive size has been drawing international travellers of reputation and sea faring nations like Portugal, Holland and Britain since the early period of the Christian Era and has always won unreserved praise and admiration for its natural beauty besides its gems, pearls, tea and spices.

Marco Polo, the Italian explorer who visited Sri Lanka in the year 1292, wrote: " I want you to understand that the island of Ceylon is, for its size, the finest island in the world." The description still largely holds true except for the island's fast growing population, a faltering economy and a long persisting civil strife that at last appears to be on the verge of a just solution, thanks to the effort of several countries like Norway and Canada.

Sri Lanka has an area of 66,000 square kilometres and a shoreline that is only 1340 kilometres, almost the size of Ireland or Tasmania. It has a population of 19.5 million consisting of several ethnic groups such as Sinhalese, Tamils, Moors, Burghers, Malays and Veddahs. The main languages spoken in the island are Sinhala and Tamil. English too is widely spoken.

Sri Lanka is a country of multi-party Democracy with a Republican constitution. The President is the head of the state and is elected directly by the people. The single house of Parliament, which exercises the sovereignty of the people, consists of 225 representatives. The Prime Minister is chosen from the party that commands the highest confidence of the people.

Sri Lanka remains the home of the first wild life sanctuary created during 3 BC and the oldest historical tree, also planted in the same period. In international literature there are many books and tales on Sri Lanka. It is widely believed that some of the Sindbad the Sailor's stories in the book "Arabian Nights" are based on early Arab merchants' travels in Sri Lanka. Even King Solomon is said to have wooed the Queen of Sheba with Ceylonese precious stones.

Sri Lanka has also been associated with famous writers and poets. Arthur C. Clarke, the internationally known author of "2001: A Space Odyssey", lives in Sri Lanka. Michael Ondaatji, the award winning Canadian author of "The English Patient", spent his early years in Sri Lanka.

Quite recently Sri Lanka has also made its mark in international sport. Sri Lanka has won its place among the leading cricket-playing nations of the world. It is one of the four countries that have reached the semi-finals at the International Cricket Council's Cricket World Cup 2003 tournament currently played in South Africa. Today in cricket Sri Lanka stands in league with countries like Australia and India.

Training/certification for translators and interpreters

Some agencies provide full interpreter training programs.

If you want to get trained as an interpreter, contact:

MCIS

Multilingual Community Interpreter Services

Tel: 416 426 7051

Fax: 416 426 7118

latha@mcis.on.ca

www.mcis.on.ca



Access Alliance

Fax 416-324-9198

Email: ncabral@accessalliancemhcc.on.ca

If you want to get certified as a translator contact:

ATIO

Association of Translators and Interpreters of Ontario

Tel. 1-800-234-5030 www.atio.on.ca

Free interpreter training !!!



We will be providing free interpretation training in conjunction with Access Alliance in May, 2003. The training will consist of a two full day program designed to keep you up to date with the profession. If you are interested please contact us to apply. You must be one of regular interpreters to qualify. Register early as there is only room for certain number of interpreters at a time .



Multi-Languages Corporation

55 Town Centre Court.

Suite 700

Scarborough, Ontario

M1P 4X4

Tel: 416-410-5978

Fax: 416-410-5976

Toll Free: 1800-568-8861

www.multi-languages.com

translations@multi-languages.com

Lola Bendana

Director - Translation division

Multicultural presentations

Ann Menoudakis

Interpreter Coordinator

Rene Sandino

IT Architect

Melba O'Reardon

Head interpreter

"We are what we repeatedly do. Excellence then, is not an act, but a habit."

ARISTOTLE